

PUBLIC WORKS AND TRANSPORTATION

Transit Services

PROGRAM: Commuter Services	PROGRAM ELEMENT:
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PROGRAM MISSION: To implement transportation systems that maximize commuter mobility and foster livable communities in each Transportation Policy Area ^a

COMMUNITY OUTCOMES SUPPORTED:
<ul style="list-style-type: none"> • Reduce traffic congestion • Reduce air and noise pollution, energy consumption, wilderness and farmland encroachment • Improve pedestrian safety • Enhance economic development

PROGRAM MEASURES	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY06 CE REC
Outcomes/Results:					
Employers that have adopted at least one TCM ^b	1,750	1,839	2,109	2,300	2,300
Percentage of employees who are non-drivers in AM peak period: ^c					
Bethesda Transportation Management District (TMD)	26	34	34	34	34
Friendship Heights TMD	33	43	NA	38	38
North Bethesda TMD	24	26	NA	25	25
Silver Spring TMD	46	39	NA	46	46
Wheaton Central Business District	10	20	NA	12	12
Service Quality:					
Percentage of requests for service or information that:					
- Were handled courteously	99	99	99	99	99
- Were handled quickly (within 5 days)	100	100	100	100	100
Efficiency:					
Average cost per actively participating employer (\$) ^d	882	732	873	903	931
Workload/Outputs:					
Employers actively participating ^d	3,376	4,021	3,845	4,400	4,600
Carpool matchlists provided and followed up	11,594	14,140	12,836	14,000	15,000
Employer transportation plans developed	14	23	249	350	400
Fare media sold at commuter store (\$)	515,304	625,502	777,485	815,000	800,000
Employer outreach activities (total) ^e	3,663	4,507	5,004	5,500	5,500
Inputs:					
Expenditures (\$000)	2,578	3,067	3,358	4,151	4,276
Workyears (positions)	13.9	13.9	14.4	15.5	15.5

Notes:
^a "Transportation Policy Area" is a generic term used to designate urbanized areas that have been the focus of County transportation demand management activities. They may range from informally identified service areas to Transportation Management Districts created by the County Council.
^b TCM stands for "Transportation Control Measure." This is a strategy that serves to lessen the demand for single occupant vehicle (SOV) use. Examples include charging for SOV parking, providing preferential parking spaces for carpools, promoting or facilitating teleworking, reducing fares for transit or parking charges for carpools, and providing bicycle or pedestrian amenities such as bike lockers or sidewalk connections.
^c As measured by a survey of employers with 25+ employees. The survey process is under review, which may change these outcomes.
^d As measured by the number of employers working with program staff.
^e The employer outreach measures have been revised, so the data may not be comparable across years.

EXPLANATION:	<p>The number of employers that have adopted at least one transportation control measure (TCM) climbed from 1,750 in FY02 to 2,109 in FY04, a 21% increase. By FY06, it is anticipated that about 2,300 employers will participate, an increase of another 9 percent.</p>												
	<p style="text-align: center;">Employers That Have Adopted at Least One TCM</p> <table border="1"> <caption>Employers That Have Adopted at Least One TCM</caption> <thead> <tr> <th>Fiscal Year</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>02 ACT</td> <td>1,750</td> </tr> <tr> <td>03 ACT</td> <td>1,839</td> </tr> <tr> <td>04 ACT</td> <td>2,109</td> </tr> <tr> <td>05 BUD</td> <td>2,300</td> </tr> <tr> <td>06 REC</td> <td>2,300</td> </tr> </tbody> </table>	Fiscal Year	Count	02 ACT	1,750	03 ACT	1,839	04 ACT	2,109	05 BUD	2,300	06 REC	2,300
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PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Local employers, civic associations, municipalities, environmental groups, transit advocacy groups, Maryland Transit Administration, Maryland Department of Transportation, Metropolitan Washington Council of Governments, U.S. Environmental Protection Agency.

MAJOR RELATED PLANS AND GUIDELINES: Fare Share/Super Fare Share; Smart Moves! Campaign; Maryland Commuter Choice Tax Credit; Best Workplaces for Commuters.
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PUBLIC WORKS AND TRANSPORTATION

Transit Services

PROGRAM:

Ride On

PROGRAM ELEMENT:
PROGRAM MISSION:

To provide timely, safe, efficient Ride On bus service to bus passengers

COMMUNITY OUTCOMES SUPPORTED:

- Reduced traffic congestion
- Improved accessibility to employment and retail centers
- Improved mobility for those with limited transportation options

PROGRAM MEASURES

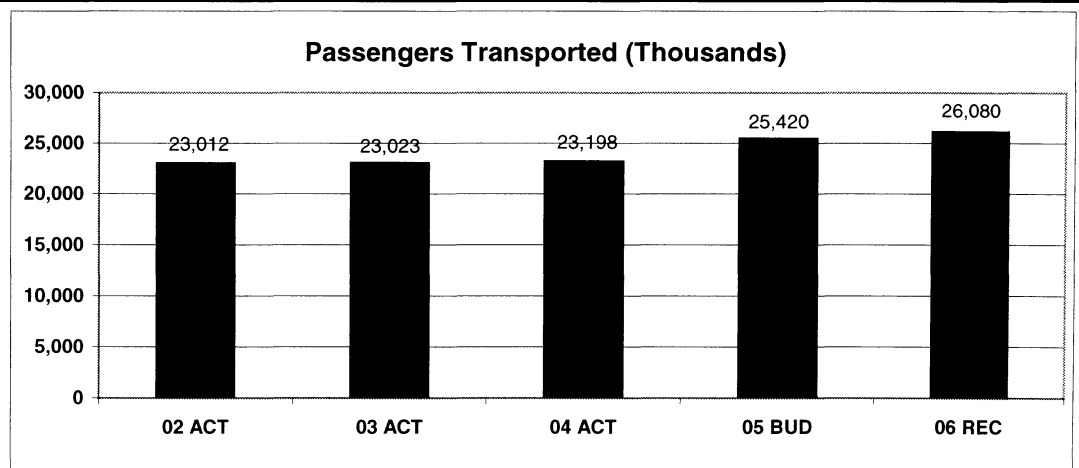
	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY06 CE REC
Outcomes/Results:					
Accidents per 100,000 miles	3.57	3.69	4.31	4.40	4.30
Passengers transported (000)	23,012	23,023	23,198	25,420	26,080
Service Quality:					
Customer complaints per 100,000 passengers	9.5	10.8	10.6	10.8	11.8
Percentage on-time performance ^a	75.6	80.0	83.0	90	90
Efficiency:					
Cost per hour of service (\$)	57.15	59.22	65.99	67.40	69.70
Cost per passenger (\$)	2.26	2.39	2.68	2.61	2.71
Workload/Outputs:					
Hours of bus service (000)	910	929	942	985	1,013
Inputs:					
Expenditures - direct operating (\$000)	52,007	55,020	62,165	66,393	70,602
Workyears	515.8	528.6	549.4	562.8	567.3

Notes:

^aOn-time performance at any point is defined as arrival up to five minutes late or one minute early. An industry acceptable standard for on-time performance is 90 percent.

EXPLANATION:

Ridership is expected to increase to 26,080,000 by FY06, up 12.4% from FY04. The first phase of Go Montgomery! service was added in FY04 and FY05. The FY06 increase represents the second phase of Go Montgomery!



PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Washington Metropolitan Area Transit Authority, Division of Fleet Management Services, Maryland State Department of Transportation.

MAJOR RELATED PLANS AND GUIDELINES: Transit Services' Strategic Transit Plan.